



# 96<sup>th</sup> Test Wing



**96 TW**

*...It's Always the Hour*



## Eglin Law Center

### 882-4611

**U.S. AIR FORCE**

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*Integrity - Service - Excellence*



# 96 TW/JA Claims Office



**96 TW**

- Contact the Air Force Claims Service Center at 1-877-754-1212 and Eglin Law Center at 882-4611
- Who are proper claimants:
  - Military members with damage to personal property on base at assigned quarters or other authorized locations
  - USAF civilian employees with property damage at work site or other authorized duty locations incident to service
- Who can file a claim:
  - Military members or civilian employees
  - Family members and other authorized persons must have a Power of Attorney or a signed letter of authorization from the Military member or civilian employee



# 96 TW/JA Claims Office



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- You have 2 years from the date of incident to file your claim, however, the longer you wait the more difficult it is to verify the damages
- Sister Service claims must contact the nearest Army (Fort Rucker), Navy, Marine, and Coast Guard Claims office



# 96 TW/JA Claims Office



**96 TW**

## DAMAGE/LOSS OF PERSONAL PROPERTY DUE TO HURRICANE

- All proper claimants **MUST** file a claim with their private insurer (auto insurance, renters or homeowners insurance) **BEFORE** filing a claim with us. If you do not have private insurance or the damages are less than your deductible, you must indicate this on the DD Form 1842 or provide us with proof of your deductible
- The claimant **MUST** provide our office with the required documentation for their specific claim type in order for it to be swiftly and properly adjudicated

### **PROPERTY DAMAGE**

PCS Orders  
Assignment to Quarters Letter  
DD Form 1842  
DD Form 1844  
One (1) Repair Estimate  
Replacement Cost

### **POV**

PCS Orders  
Copy of Contract for RV or Lemon Lot  
Title/Registration  
Proof of Insurance  
Two (2) Repair Estimates  
DD FORM 1844  
DD FORM 1842



# 96 TW/JA Claims Office



**96 TW**

## DAMAGE/LOSS OF PERSONAL PROPERTY DUE TO HURRICANE

- FOOD SPOILAGE CLAIMS:
  - File claim online with the Air Force Claims Service Center
  - Power of Attorney (if applicable)
  - Insurance payment breakdown (if applicable)
  - Proof of residence (housing orders, letter from dormitory manager, etc...)
  - Itemization/breakdown of food loss
    - Group like items together for ease of processing
    - If high value items you must provide proof of loss i.e. pictures, receipts, and statements



# 96 TW/JA Claims Office



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## DAMAGE/LOSS OF PERSONAL PROPERTY DUE TO HURRICANE

- VEHICLE DAMAGE CLAIMS:
  - File claim online with the Air Force Claims Service Center
  - Power of Attorney (if applicable)
  - Vehicle registration
  - Insurance payment breakdown (if applicable)
  - Information to support vehicle location and damages sustained
  - Two (2) repair estimates



# 96 TW/JA Claims Office



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## DAMAGE/LOSS OF PERSONAL PROPERTY DUE TO HURRICANE

- PERSONAL PROPERTY DAMAGE CLAIMS:
  - File claim online with the Air Force Claims Service Center
  - Power of Attorney (if applicable)
  - Insurance payment breakdown (if applicable)
  - Repair/replacement substantiation (for items over \$50.00)
  - Proof of residence (housing orders, letter from dormitory manager, etc...)



# 96 TW/JA Claims Office



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## **ARMY**

OFFICE OF THE STAFF JUDGE ADVOCATE

ATTN: CLAIMS

453 NOVOSEL STREET, BLDG 5700, OFFICE 320  
FORT RUCKER, AL 36362-5105

COMM: (334) 255-3482





# 96 TW/JA Claims Office



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## **NAVY**

PERSONNEL CLAIMS UNIT NORFOLK

9053 FIRST STREET, SUITE 102

NORFOLK, VA 23511-3605

TOLL FREE: (888) 897-8217

COMM: (757) 440-6315

DSN: 564-3310



# 96 TW/JA Claims Office



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## **MARINE CORPS**

PERSONAL AND FAMILY READINESS DIVISION  
CODE MRP2 CLAIMS  
3280 RUSSELL ROAD  
QUANTICO, VA 22134-5103  
COMM: (703) 784-9533



# 96 TW/JA Claims Office



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## **COAST GUARD**

COMMANDER (lc)

USCG MLC ATLANTIC

300 E. MAIN STREET, SUITE 400

NORFOLK, VA 23510-9100

COMM: (757) 628-4195

Fax: (757) 628-4217